

Amendments to the Claims:

This listing of claims replaces all prior listings of claims:

1. (Currently Amended) A computer-implemented method comprising:

associating, based on user input, resource information with task items that need to be completed as part of performing a service action by an engine; and

first polling a first repository of a first computer system to obtain resource information associable with the task items, the repository including human resource information, reusable resource information, and non-reusable resource information, wherein:

the human resource information includes availability information for human resources,

the reusable resource information includes availability information for reusable resources,

the non-reusable resource information includes availability information for non-reusable resources;

second polling a remote repository of a remote computer system different than the first computer system to obtain non-resource constraint information for the service action, the second polling occurring after the first polling; and

scheduling resources needed to perform the service action based on results obtained from the repository of resource information as limited by the non-resource constraint information obtained from the remote computer system, wherein the second polling automatically checks whether a proposed schedule determined by the first polling complies with the non-resource constraint information in the remote repository;

wherein:

the task items include a human resource skill requirement,
the human resource information includes a indication of a skill possessed by particular
human resources that are represented in the human resource information, and
the engine associates a particular human resource with a particular task item only when
the indication of the skill possessed by the particular human resource matches the human
resource skill requirement of the task item, wherein there is at least one human resource that
possesses the skill but at a level that does not match the human resource skill requirement of
the task item.

2-3. (Canceled).

4. (Previously Presented) The method of claim 1 wherein the non-resource constraint information comprises information about contractual requirements.

5. (Previously Presented) The method of claim 1 wherein the availability information for human resources comprises availability information for individuals.

6. (Previously Presented) The method of claim 1 wherein the availability information for human resources comprises availability information for groups of individuals.

7. (Previously Presented) The method of claim 1 wherein the availability information for reusable resources comprises availability information for tools.

8. (Previously Presented) The method of claim 1 wherein the availability information for reusable resources comprises availability information for work areas.

9. (Previously Presented) The method of claim 1 wherein the availability information for non-reusable resources comprises availability information for spare parts.

10. (Canceled).

11. (Currently Amended) The method of claim 1 wherein:

the task items include a tool characteristic requirement,

the reusable resource information includes an indication of a tool characteristic for particular tools that are represented in the reusable resource information, and

the engine associates a particular tool with a particular task item only when the indication of the tool characteristic for a particular tool matches the tool characteristic of the task item, wherein there is at least one particular tool that includes the tool characteristic requirement but at a level that does not match the tool characteristic of the task item.

12. (Previously Presented) The method of claim 1 wherein the availability information for human resources is provided to the repository of resource information from a computer system other than the computer system for scheduling resources.

13. (Previously Presented) The method of claim 1 wherein the availability information for reusable resources is provided to the repository of resource information from a computer system other than the computer system for scheduling resources.

14. (Previously Presented) The method of claim 1 wherein the availability information for non-reusable resources is provided to the repository of resource information from a

computer system other than the computer system for scheduling resources.

15. (Previously Presented) The method of claim 1 wherein the engine and the repository of resource information are capable of communicating using a network with mobile clients.

16. (Previously Presented) The method of claim 15 wherein the engine is configured to send, to each mobile client, resource information associated with task items that need to be completed as part of performing a particular service action.

17. (Previously Presented) The method of claim 15 wherein the engine is configured to receive, from each mobile client, user input for the purpose of associating resource information with a particular task item.

18-28. (Canceled).

29. (Currently Amended) A computer-implemented method to be performed by execution of computer readable program code by at least one processor of at least one computer system, the method comprising:

receiving a request to schedule a service request, the service request comprising a plurality of tasks;

automatically polling a first repository of a first computer system to associate each task with at least one of a person, a non-reusable resource, and a reusable resource;

automatically first determining a time slot within a time range in which the associated persons, non-reusable resources, and reusable resources are available;

automatically polling a second repository of a second computer system remote from the first repository to automatically check whether there are any non-resource constraints limiting when the service order can be scheduled, the non-resource constraints identifying whether a service provider at which the service request was directed is contractually obligated to perform the service request during the time slot;

automatically second determining whether the non-resource constraints permit the service order to be scheduled during the a time slot; and

automatically scheduling the service order during the time slot if is determined that the non-resource constraints permit the service order to be scheduled during the time slot.

30. (Currently Amended) The method of claim 29, further comprising:

rendering, on a client computer, a graphical user interface, the graphical user interface presenting a user with a generic service order template for a service requested by the service request, the generic service order template comprising a collection of reusable data that identifies each of the tasks to be performed for the service requests, and for each task, a predetermined, expected duration of the task and an identification of other tasks on which the tasks depends;

receiving user-generated input, via the graphical user interface, modifying the generic service order template; and

initiating the scheduling of the service request based on the modified generic service order template.

31. (New) A computer-implemented method comprising:

associating, based on user input, resource information with task items that need to be completed as part of performing a service action by an engine; and

first polling a first repository of a first computer system to obtain resource information associable with the task items, the repository including human resource information, reusable resource information, and non-reusable resource information, wherein:

the human resource information includes availability information for human resources,

the reusable resource information includes availability information for reusable resources,

the non-reusable resource information includes availability information for non-reusable resources;

second polling a remote repository of a remote computer system different than the first computer system to obtain non-resource constraint information for the service action, the second polling occurring after the first polling; and

scheduling resources needed to perform the service action based on results obtained from the repository of resource information as limited by the non-resource constraint information obtained from the remote computer system, wherein the second polling automatically checks whether a proposed schedule determined by the first polling complies with the non-resource constraint information in the remote repository;

wherein:

the task items include a tool characteristic requirement,

the reusable resource information includes an indication of a tool characteristic for particular tools that are represented in the reusable resource information, and

the engine associates a particular tool with a particular task item only when the indication of the tool characteristic for a particular tool matches the tool characteristic of the task item, wherein there is at least one particular tool that includes the tool characteristic requirement but at a level that does not match the tool characteristic of the task item.